

Description
Gauteng: Mogale City (OT481) - Schedule of Service, Delivery Standard

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## Gauteng: Mogale City (QT481) - Schedule of Service Delivery Standards

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Canton, Michigan City (C2) - Schedule of Goals, Delivery Standards									
Administration	Standard	2016/16	2016/17	2017/18	Original Budget	Adjusted Budget	Current Year 2018/19	Full Year Forecast	Service Level
	Reaction time on inquiries and requests?	N/A	N/A	N/A	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have emergency request management system in place? (minutes)
	Time to respond to a written customer inquiry or request? (working days)	N/A	N/A	N/A	Zero desired	Zero desired	Zero desired	Zero desired	How fast to have customer interaction time point at relevant service to have a system to capture time customer service is taken to have a system to capture time?
	Time to respond to a written customer inquiry or request? (working days)	Within 24 hours	Within 24 hours	N/A	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Time to resolve a customer inquiry or request? (working days)	Average 7 w.d	Average 7 w.d	Average 7 w.d	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Virtual proportion of calls are not answered? (10%, 15% or more)	N/A	N/A	N/A	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to voice mail? (minutes)	N/A	N/A	N/A	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Does the municipality have correct hour listed on website? (Yes/No)	No	No	No	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Is there a notification in the number of complaints or not? (Yes/No)	1 day	1 day	1 day	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to open an account to a new customer? (1 day/ 2 days/ 3 week or longer)	1 day	1 day	1 day	Zero desired	Zero desired	Zero desired	Zero desired	Why do not have a system to capture time customer service is taken to have a system to capture time?
<b>Community safety and licensing services</b>									
	How long does it take to respond to a written customer inquiry or request? (minutes)	56	56	56	56	56	56	56	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to a written customer inquiry or request? (minutes)	22	22	22	22	22	22	22	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to a written customer inquiry or request? (minutes)	5 days	5 days	5 days	5 days	5 days	5 days	5 days	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to a written customer inquiry or request? (minutes)	56	56	56	56	56	56	56	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to a written customer inquiry or request? (minutes)	60	60	60	60	60	60	60	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How long does it take to respond to a written customer inquiry or request? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Why do not have a system to capture time customer service is taken to have a system to capture time?
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Why do not have a system to capture time customer service is taken to have a system to capture time?
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Why do not have a system to capture time customer service is taken to have a system to capture time?
<b>Economic development</b>									
	How many economic development projects does the municipality drive?	3	3	6	9	8	8	8	Why do not have a system to capture time customer service is taken to have a system to capture time?
	How many economic development projects are deemed to be catalytic in creating an enabling environment to launch new economic projects?	2	2	3	5	5	5	5	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Does the municipality have any incentive plans in place to create an enabling environment for economic development? (Yes/No)	No	No	No	55%	55%	55%	55%	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Other service delivery and communication	NO	NO	NO	NO	NO	NO	NO	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Does the municipality have training or education systems to deliver the community? (Yes/No)	NO	NO	NO	NO	NO	NO	NO	Why do not have a system to capture time customer service is taken to have a system to capture time?
	Are customers trained in a professional and business manner? (Yes/No)	YES	YES	YES	YES	YES	YES	YES	Why do not have a system to capture time customer service is taken to have a system to capture time?